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June 30, 2004

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Via Hand Delivery

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW – Room TW-B204
Washington, D.C. 20554

Re: CC Docket 98-67 – Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities
SBC Submission of TRS Complaint Logs for Reporting Period June 1, 2003 Through May 31, 2004

Dear Ms. Dortch:

Pursuant to the 47 C.F.R. Section 64.404 (c)(1) of the Commission's Mandatory Minimum Standards for TRS Providers, SBC submits TRS Complaint Logs for SBC's Kansas and Michigan relay centers.

SBC also submits its complaint log for the Arkansas relay center for the reporting period of June 1, 2003 through December 31, 2003, after which Sprint began providing TRS services for Arkansas relay customers.

Per the Commission's June 2, 2004 Public Notice (DA 04-1599), SBC submits an original and 4 copies of each filing in addition to an electronic disk copy. Additionally, a courtesy copy has been sent to Erica Myers of the Commission's Disability Rights Office.

Should you have any questions, please feel free to contact me on 202-326-8905.

Respectfully Submitted,

Anisa A. Latif

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Enclosures

cc: Erica Myers
Qualex International, Inc

TRS Complaint Log for FCC
Prepared by SBC Kansas Relay Center
Reporting Period, June 1, 2003 – May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6/4/03	Customer spoke to supervisor to report that the CA had not been able to get a live person to speak with at the number he requested, but was only getting a recorded message.	6/4/03	The supervisor explained that the recording was advising the operational hours, and it was now 10 minutes before they would open. So, there was no other option for him. He did stay on line talking with the supervisor for a few minutes until it was time that the business opened up, and the CA then made a call for him.
6/6/03	Customer asked for a supervisor, and said that he felt this CA was always mishandling his calls because she did not like him. She had told him she had seniority and could not get into any trouble from him.	6/6/03 6/12/03	Supervisor did apologize for any problems, and said a report would be filed. Manager spoke with the CA, and she said she had never mishandled this customer's calls, and would not have told him anything about her seniority or her job. She felt she was always fair to this customer, and would never do anything on purpose to disrupt his calls.
6/7/03	Customer said he did not know if the CA had equipment trouble, or he had been able to leave a message or what was going on during the call.	6/7/03	Manager talked to the CA about the call. She said the customer had expected an answering machine, but a person had answered. She had informed the customer of everything that occurred during the call. The customer had spoken (VCO), and the called party had hung up. The CA had informed the caller, but after a lengthy wait with no response, had disconnected the line.
6/13/03	Very young customer spoke to the supervisor to ask why he had been told that he could not talk to his mother unless it was for an emergency reason.	6/13/03	Supervisor determined it had happened last month during a short period of time when the center had been partially evacuated due to a tornado warning. He said he finally understood now and was satisfied with the explanation.

TRS Complaint Log for FCC
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Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6/13/03	Customer upset that his call could not be approved for third number billing through his carrier of choice. He thought the relay center should be able to do something about it.	6/22/03	Manager called to the customer's house and spoke with his wife, explaining that carriers who billed to a third number often required voice verification. With the call on the 13 th , only an answering machine had answered, so the carrier had denied the customer's call to be completed. She said their carrier had an 800# for them to use and would inform her husband how it worked through relay.
6/17/03	Customer wanted to talk to a supervisor, and reported that she felt the CA had not handled her call correctly since the CA had tried two times and gotten a disconnect message. The customer said she had called right back in and another CA had placed the call to that number but got no answer.	6/25/03	Manager talked to the CA who did say that she placed the call, got a disconnect message, and had verified with the customer for the correct number. However, the second attempt still got a disconnect recorded message. She did not know why it did not ring through but reported the disconnect message. She felt she had followed the customer's request and handled the call correctly.
6/22/03	Customer was having trouble placing calls using his carrier's calling card and billing to a third number. He asked for a manager to call him back about this issue.	6/24/03	Manager called the customer's number and spoke with his wife. She explained that she had done a test call with this carrier, and had gotten cut off because there was not enough time to enter all the information. The wife said she would explain to her husband how to give all the information to the CA prior to the call being placed, and that should help the calls go through.
6/26/03	Customer talked to a supervisor to complain that she was not able to complete her long distance call through relay using SBCLD.	6/26/03	Supervisor apologized for any inconvenience, and explained that if SBCLD did not accept relay calls in their network, the call could not be placed. She advised her to call SBCLD and speak to them about allowing relay calls to access their network. The customer said she would call them to discuss the issue.

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6/30/03	Customer wanted to talk to a supervisor and asked if he would get a bill from SBC or Sprint for his long distance calls, since he had just changed to Sprint. Supervisor offered to have the outreach manager call him back to discuss the issue, but the customer was angry and insisted on an immediate answer. When the supervisor could not give him a definite answer, the customer disconnected.	6/30/03	The supervisor reported the issue to the relay center management team even though the customer had not requested a call back on the issue.
6/30/03	Customer asked to speak to a supervisor and reported that he felt the CA had not waited for his complete pre-call instructions before placing the call.	7/2/03	Manager met with CA who said he did not find any problem with the call the way he had handled it. Manager did coach to wait for full pre-call instructions from customers before placing the call, since it could impact what did happen on the call.
7/2/03	The customer claims that we deliberately handle his calls incorrectly. The CA typed to him that she had reached voice-mail. Customer insisted that this number would require a transfer to get to voice-mail. Customer said if problem is not corrected, he will contact SBC executive and FCC, and we should do something about this CA.	7/2/03 7/3/03	The supervisor apologized that he felt he was having a problem, and would report the incident. Manager met with CA. She had reached voice-mail, and had handled the call correctly. Not sure why customer disagreed.
7/2/03	Customer complained that CA mumbled, and talked too fast, so she could not understand her. She felt CA was also rude and abrasive. She did not have a CA number, but said she is satisfied with the relay service until this CA.	7/3/03	Manager searched billing records, but could not find any calls made from this number on 7/2/03. Customer had requested to not be called back about this situation.

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7/5/03	Customer says relay is not typing verbatim, per FCC guideline, because no hearing person says "GA to SK", but CAs continue to type that at the end of each call.	7/5/03 7/7/03	CA reported that she had responded to him in a quite lengthy explanation of the FCC guidelines, GA to SK, and other relay procedures. Manager met with CA to coach on how to respond to customer complaints in CA role. Was advised to call the supervisor and not try to handle such customer complaints in her CA role.
7/11/03	Customer said he called in and CA refused to place his call, and he was disconnected.	7/11/03 7/12/03	Supervisor apologized for any problems he had experienced, and reported the situation. Manager spoke to CA named in complaint. She had filed a trouble report that this call had been unable to connect with customer's equipment.
7/11/03	Customer (VCO) wanted to know how to handle hanging up when he had been placed on hold. He felt that hanging up would be rude.	7/18/03	Area manager addressed this as one of this customer's issues via an e-mail to explain that it was permissible to hang up when on hold and was not considered rude since the control of the call belonged to the customer.
7/16/03, 7/17/03, 7/18/03	Customer (VCO) complained that CA had asked him to repeat the number 2 times, got a blank screen for 30 seconds, and felt this CA was not giving proper attention to his calls. Demanded that relay take care of the situation with this CA or he would file complaint with KCC and SBC. He called three different times about the same CA and having trouble getting his calls placed. He accused the supervisor of not reporting his problems. Said he would go to the Department of Justice if necessary. Gave KRC management team 7/18/03, 11 am deadline for response to this issue.	7/16/03 7/18/03 7/24/03	Manager spoke with the CA. Had also received trouble reports from this CA that relay equipment and/or customer equipment having trouble and not able to place some of this customer's calls. Supervisor assured the customer that his issues had been reported each time. Area manager did send an e-mail before the customer requested date, addressing this issue (as well as the hanging up on hold issue) in the e-mail to the customer and explained what had happened. Customer left message for area manager that he was satisfied with the resolution/explanation and thanked him for sending the e-mail in a timely manner.

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7/24/03	The customer called back in to say she works at a Wichita bank; she just had a relay call and had some questions about how the CA handled the call. She wanted to make sure about our privacy policy. She also said the relay call she just had was very frustrating. She kept trying to ask the CA a question about the relay and about our privacy policy, but the CA would not answer her; she just kept typing the questions the customer was asking her. She also asked the CA several times if she would repeat a passage that the TTY caller had typed, and the CA refused to do this. She said she did not want the CA to get into trouble, but just that the call was so frustrating. She wanted to make sure that she was following the correct procedure to ask the CA questions.	7/24/03 7/28/03	The supervisor said the CAs are not allowed to discuss any of the calls that they have, and that once the call is over there is no record of what was talked about. The supervisor apologized for any problems, gave her the 711 number for relay also, and told her to call back if she had any trouble in the future. Customer gave a 4 digit number as the CA number. Manager called the customer to verify CA number, and told her that our CA's have 3 digit numbers. She was sure the number was a 4 digit number. Manager advised her that it was not our center. She called back later the same day and reported another call with CA xxxx, and again manager explained it could not be from this center, as that is not a CA number here.
7/26/03	The customer called in and wanted to talk with a supervisor. He said he had just finished with an exasperating relay call. The CA was very hard to understand and whenever he would ask her to repeat what the TTY customer typed, the CA would type that to the customer, and then would tell him something like "not allowed to talk to customer". The customer said the person who called him was from Lawrence and he thought they dialed 711 to reach us. He said the CA number was xxxx, and that she sounded Asian.	7/26/03 7/28/03	The supervisor apologized that the call had been so frustrating. The supervisor said he would let a manager know about what happened. No CA four digit numbers, not even any combination of the numbers given are current CA numbers, and no ethnically Asian CAs. Equipment manager, checked and there is no record of calls to/from customer's number in billing data. Manager tried to call back to the customer number given, found it had been changed, contacted the new number given, and no person by that customer's name at that location.

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7/26/03	The customer called in and wanted to speak to a supervisor. He said the CA had deliberately given him the wrong time of day when he asked for it. The time given was 10:19am when it was actually 8:19AM. He also said the CAs were also giving him the wrong time of day when he asked for it.	7/26/03	Before the customer called in the CA rang and told the supervisor what had happened. She said she immediately realized the mistake she had made so she typed "I'm sorry I gave you the wrong time, the correct time is 8:19AM. The CA said that she didn't think the customer saw the correction and apology because just then he hung up. The supervisor told the customer the CA had already reported what had happened, and that she felt very bad about it. He insisted she had done it on purpose. The supervisor apologized again, and he hung up.
7/27/03	The customer was on a call with the CA when he asked to speak to a supervisor. The customer said the CA should never have typed "answering machine GA", because the only time GA can be used is when he is having a dialogue with another person. He was also mad about the CA switching over to see if he was still there because of the long silence when he didn't respond for quite awhile. He said she didn't have any right to do that.	7/27/03 8/1/03	The supervisor said an official complaint would be typed up, and he said that we never report his complaints. He commented about many other complaints, but gave the supervisor no specific information. Manager met with CA, and found it was a complaint against the policy to use "GA" to signify turn taking.

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7/27/03	The customer asked for a supervisor but the CA couldn't understand him and when she asked him to repeat he called her a stupid bitch.	7/27/03 7/29/03	The supervisor told the CA to hang up. Immediately after that the customer called again, and another CA rang for supervisor. The customer never mentioned that the previous CA had hung up on him, but immediately started laughing loudly and commenting about voice-mail, answering machines and recordings and how we don't know the difference between them or how to use them. The customer gave no specific information, and the supervisor informed him a report would be made. No follow up made since nothing clear about this customer's specific complaint. Customer spoke to a supervisor and said he owed the relay staff an apology for his behavior during the past few days. He said he knew he has a terrible temper and hopes to get a handle on it some day. He said his family is also aware of his temper, and he realized the CAs needed to follow correct policy and procedures for answering machines, GA to SK, etc. even if he did not agree with them.
7/28/03	The customer wanted to speak to a supervisor. The customer said they had just had a relay call at 12:36PM with her son, and the CA cut them off before they could say goodbye so she didn't know if he had hung up or not. She couldn't call her son back because he was calling from a pay phone.	7/28/03 8/1/03	The supervisor apologized and said they would talk with the CA about the call. Manager met with CA, and she stated that she thought this was the call where the TTY had hung up before she could relay any parting comments, so there was nothing else she could do.

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7/30/03	The customer wanted to let us know that he has a niece in Texas who is an attorney who is going to research GA to SK for a lawsuit. He said that SWB in St. Louis had called him and agreed with him that GA to SK is illegal because it cannot be used in a conversation with John Doe. He says it is an expression of the CAs, and not verbatim from John Doe. Further more he contends that it is a federal violation that has been the subject of a lawsuit in a state that he is not at liberty to divulge. The customer said that he doesn't want to get relay staff in trouble with SWB security. He said that SWB needs to stick to fixing things that are technical and leave things alone that aren't broken.	7/30/03	Supervisor informed customer she would report his concern to the management team. No follow up needed as this was a customer opinion on a policy that is followed by all TTY users and is considered proper etiquette for conversing via TTY/relay. Customer had reported to supervisor on 7/29 that he understood it was policy/procedure; he just didn't personally like it.
7/31/03	The customer is having problems with the CAs telling him "answering machine/voice-mail." He says there is no way we know its voice-mail and if we tell him voice-mail, why haven't we told him we have transferred him. He said we were uneducated and we could save the speech for the FCC, and that we better watch out because we were going to be answering to someone else.	7/31/03	<p>The supervisor explained to the customer that if the recording says "you have reached the voice-mail of... then it is voice-mail and if the CA isn't sure then she types answering machine/voice-mail of..." At 1:00PM the supervisor talked with the customer again. He spoke for 33 minutes straight about answering machine/voice-mail, GA to SK, OJ Simpson's trial. He has two nieces who are attorneys, and they assure him he is correct in his beliefs. The customer said a retarded 2nd grader could tell the difference between machine/voice-mail. He does not want to go to court, but he will if he has to. Our CAs are confused, and the supervisor is personally responsible for their confusion. He has been instructed to take CA numbers, times, and dates and if the wrong person finds out about this, we will be in trouble. He then said bye and hung up.</p> <p>No follow up needed as it is a complaint against a commonly used policy/procedure for TTY/relay calls.</p>

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8/8/03	Voice customer using a cell phone complained Wednesday and today he tried for five minutes to get in to the relay, and he heard the TTY tone. When he heard the tones he would just hang up and try again, but got the same thing. The customer said this had never happen before.	8/8/03 8/8/03	The supervisor apologized for the problem and advised we would let the managers know about the problem. Equipment manager checked and found no problems that would inhibit access to the center.
8/8/03	The customer was very upset because she keeps getting "out of area" calls on her caller ID that can't be returned.	8/8/03	The supervisor tried to help her but she became very frustrated and upset, and she hung up. Was unable to explain how caller ID worked, and why she was getting that message.
8/13/03 8/13/03	The customer said he was mad because he thinks the center is not following what his customer profile says. He asked if a copy of his profile was in the center, and the supervisor informed him that it could pull up and displayed on the computer screen. He asked if it said that the CAs were not supposed to type out answering machine messages. Customer called two times again regarding his profile and its contents. (one time the supervisor did disconnect per the harassment policy of the center because of customer's language to the supervisor).	8/13/03 8/13 03 8/15/03	The supervisor typed what his profile said. The customer then started yelling, and said the supervisor had contradicted him and called him a liar. He said opinions should not be offered. The supervisor had only typed exactly what was in the profile. He kept yelling that opinions should not be given every 15 seconds. He said "Ma'am, I want to talk to a different supervisor" and then started cussing at that supervisor, so she disconnected the call, as allowed in the center's harassment policy. Supervisor again advised exactly what was in the customer profile. The area manager sent an e-mail to the customer to once again state what was in the profile and informed the customer that future additions or changes to this profile would need to be made via e-mail or other written form.

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8/14/03	Customer complained that one of the supervisory team gave answers that were too long or incorrect when dealing with customer issues.	8/19/03	Manager met with supervisor, and did not feel the customer complaint was appropriate. Coached to keep information as clear and concise as possible when answering customers' concerns.
8/16/03	The customer said that a CA had hung up on her. The customer said "I dropped my pen, bend down to pick it up and she hung up on me, and it was only few seconds."	8/16/03 8/19/03	The supervisor advised we would talk with the CA and apologized for the problem. Manager spoke with CA who said she only remembered disconnecting one call because the caller did not respond for over 2 minutes.
8/17/03 8/13/03	The customer wanted to know what he should do when the CA types GA SK because he doesn't know what that means. The customer said we were not allowed to type GA to SK because the people don't say that so our CAs should not be allowed to do that. For about 10 to 15 minutes he repeated his comments about the use of GA to SK. Same customer called to same supervisor again to discuss the validity of using GA to SK when ending a relay call because he believes hearing people do not say this.	8/17/03 8/17/03	The supervisor said GA SK means that the other party is ready to hang up if he is, but they are waiting on him to say goodbye if he wants to. The supervisor told him there was nothing we could do to change our office's policy of typing GA to SK, and that he should probably contact the outreach manager if he wants our office to change its policy. The supervisor said it would be reported that he didn't like our policy, and that it was illegal for our CAs to type GA to SK but that the supervisor needed to go now. He thanked me and hung up. Supervisor informed the customer that a complaint regarding this issue would be filed, and assured him that no laws were being violated using the GA to SK.
8/18/03	The customer said his phone rang, he picked up the headset to VCO, he did not even have a chance to say hello or get his TTY on. When he picked the phone up his screen was going crazy because the CA had already started typing. He asked that this be fixed.	8/18/03 8/22/03	The supervisor apologized for the problem and said an official complaint would be typed up and given to the CA's manager. Manager spoke to the CA, and she said because the customer had taken such a long time to respond, she had begun to type too early. She realized later it had caused confusion. Manager reviewed correct procedure of calls to VCO customers.

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8/19/03	The customer talked to the supervisor, but reason for the call was unclear. He said he wanted to complain about supervisors, and then wanted to know when next supervisor came in. He said something about exercising his rights and that when a CA calls a supervisor over, that supervisor is witness to live line but does not "witness" VCO's speech. He also mentioned a supervisor by name that transferred out of this office over 5 years ago. Customer said something about telling the area manager he did not like to be told he was wrong.	8/19/03	The supervisor was confused and really did not know what the customer was talking about, but assured the customer a record of his call would be filed.
8/20/03	The HCO customer typed "Someone just called in I picked up and said I'm here I never had response from CA she never spoke or typed I could hear calling party breathing and they stayed on line for long time and finally hung up. I'm expecting important call from a hospital about a very sick friend." Customer asked if there was any way to find out who had called him.	8/20/03 8/22/03	The supervisor apologized for the inconvenience and asked what the CA's number was. HCO customer did not have a CA number. Supervisor told the customer it could have been equipment problems, and we would check on it. Again apologized for any problems. Manager checked the records and found no calls for this customer's number.
8/30/03	The customer wanted to speak to a supervisor. He said the CA had made a call for him and left a message. He said that after the call he asked her if the message got left and that the CA hung up on him. He asked if the supervisor would go to that CA and ask her about the call. When supervisor informed customer that no call detail records were kept, he became very upset and threatened the supervisor.	8/30/03 8/30/03	Supervisor apologized for not being able to provide call details. After listening to the customer's concern, the supervisor assured the customer a report would be filed, and the situation would be investigated. Supervisor visited with the CA named, and she said she had left the customer's message, informed of that, and he had said good bye and hung up. The CA did not hang up on the customer.

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9/2/03	The customer insisted that a certain CA hung up on him twice, insisting that he knows she is a very good friend of one of the supervisors which he is very upset with, and that is why she is hanging up on him. He also asked the supervisor if the CAs were instructed by management to hang up on him and not do his calls.	9/2/03	The supervisor assured the customer that the center did not have any such order to mishandle his calls and would investigate the problem with this call. The supervisor spoke with the CA to see if the problem might have been equipment trouble. The CA said that the customer had come in on ASCII, and she was never able to pick up his call.
9/2/03	Customer called to speak to supervisor to report that the CA had asked her for another call, then disconnected before she could give a number.	9/6/03	Manager spoke to the CA who said she had gotten no response after the query, so had disconnected the call. Manager reviewed the policy on how to make sure the customer is aware that the relay center is disconnecting because of no response.
9/3/03	The customer said she had a complaint against a CA, and provided the CA's number. She said the CA gets involved with her personal view on the customer's conversation with Ticket master...this was not the first time.	9/3/03 9/4/03	The supervisor thanked her for calling in to report this and told her we would talk with the CA about the call. Manager met with the CA to discuss this issue. CA said she was just trying to help, but had spoken up for the customer instead of just relaying the question. Manager reviewed CA's role with this CA to make sure she knew how to assist customers, and how to stay in her role to not interfere in the conversation.

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9/4/03	The customer is upset about the macro message used to inform customers an answering machine has been reached. He was cussing at the CA, so the supervisor advised the CA to hang up (following the center's harassment policy). The customer called back in a second later, reached another CA, and asked for the supervisor. A different supervisor went over and talked with the customer. The customer proceeded to cuss at this supervisor who also hung up on him. A few minutes later the customer called back in and reached yet another CA, and again asked for a supervisor. He was upset, saying that the CAs don't know the difference between answering machine and voice-mail. He said the CAs should know if it is transferred it is voice-mail and if it's not transferred it is an answering machine. He said if the center did not fix the way this macro came across, he would report it to officials, and that it was a promise, not a threat. He then asked to be turned back to the CA to place a call.	9/4/03	Manager reviewed the complaint, and found there was no error in the procedure used by the CA. There is an established macro worded in a manner that this customer has taken offense to, but the procedure is a generally accepted one that most customers understand and use.

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9/9/03	The customer said that there was a TTY user that called to her, and the CA "butted in" and tried to explain what the caller was saying. The customer said she is an interpreter who deals with the relay all the time and knows the CA is not supposed to get involved with the calls. Also, she said this CA was not transparent.	9/10/03 9/10/03	Manager made a call to the customer for any additional comments on this CA's performance. She said this CA was too disruptive, and had no business answering questions for the customer. Since it was a business discussion and a first time contact for this client, she was very upset that the CA had stepped so far out of her role, and made this contact awkward and embarrassing for her. She also felt the CA's attitude was very non-caring after the customer had asked her to not get involved. Manager spoke with CA, and related what the customer had said. CA felt she was only being "helpful." Since this was the second complaint on this CA for the same action, proper disciplinary steps were implemented, and further training on role reviewed.
10/21/03	The customer said when he gets an answering machine the CA presses a function key that tells him that he has reached an "answering machine/voice-mail". He said that he has reported this to a "higher authority" than SBC. He said the CAs are also typing "GA to SK" to him and that he has reported this as well, and that he was calling to us to let us know that he has reported this.	10/21/03	The supervisor thanked him and disconnected. Since it was a complaint regarding an established procedure that the customer has previously been informed will not be changed at this time, no further action was required.
10/29/03	A customer at an eye care office called to complain about a CA. She said the CA was very nasty to her. When the customer got the relay call she had a call on hold and a person standing in front of her, and she was the only one in the office. The relay call got disconnected and the CA called back. The customer said the CA accused her of hanging up on the relay and said something about a message that she did not understand. The customer explained to the CA again that she was busy and the only one in the office.	10/29/03 10/31/03	The supervisor apologized to the customer and assured her we would talk with the CA and if she had any other problems to please call us back. A manager spoke to the CA who said she had only informed the customer of the disconnect because she wasn't sure if there could be problems with the phone line. She said she was not rude/nasty, and was only trying to help the customer make the call successfully. The manager did coach the CA on how to handle frustrated, impatient customers more tactfully.

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10/29/03	The voice customer called in on the customer service line and advised us between 9:45 and 10:45 she tried to call the relay, it went to a fax sound. The next time there was just silence it never rang. The customer claims this happens often. She also said the CA claimed the number she was trying to call was going to a fax machine and she did not understand.	10/29/03 10/29/03	The supervisor said she would let management know of the problem and it would be checked into. The equipment manager checked all equipment, and found nothing malfunctioning.
11/06/03	Customer called and asked to speak to a supervisor. When supervisor came on line, customer said to tell the Outreach Manager that his family was contacting the Justice Dept. regarding the use of GA to SK, then said goodbye.	11/07/03	Outreach Manager received the message, but felt no follow up was needed.
11/20/03	A misunderstanding occurred between the CA and the TTY customer concerning the ending of one call and the dialing of a subsequent call. Directions not clear, voice party still on line asking the TTY questions, and TTY had only said "dial xxx-xxx-xxxx", so CA asked customer to clarify, and customer became upset and spoke to a supervisor saying he was upset about this. He asked that a manager call him regarding this issue.	11/20/03	A manager got this message, and later that day, attempted to contact the customer. He was not available, and the manager left a message for him to call back. As of 12/1, he still has not returned the phone call to the manager. In talking with the CA and the supervisor, the management did not feel this was a mistake on the CA's part, just a misunderstanding between both customers, and the CA not clearly understanding what the TTY customer wanted her to do.
11/29/03	Customer very upset that the CA had only gotten a direct voice-mail message; he said that was not possible to get voice-mail directly. Customer very irate, cussing at the CA.	11/20/03	Customer called in later and spoke to supervisor, apologizing for his inappropriate language used against the CA.

TRS Complaint Log for FCC
Prepared by SBC Kansas Relay Center
Reporting Period, June 1, 2003 – May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
12/10/03	The TTY customer was very upset with the CA. The customer stated the CA "acted bad did not respond I had to put GA GA GA GA GA then CA put hd hd hd hd hd hd. The bank answered I had to wait and wait for a response. After the call I told CA Merry Christmas but she hung up did not ask for another call."	12/10/03 12/11/03	The supervisor apologized to the customer and said a complaint would be written up. CA's manager discussed the call, and coached on better ways to keep customer informed during the call process, and to avoid misunderstandings for TTY customer.
12/23/03	The customer said he had just made a call through the relay and it was going to be an answering machine call. He was giving the CA instructions on how he wanted the call done (he wanted her not to type the answering machine message, just type a beep). He said he could hear her typing the same time he was talking.	12/23/03	The supervisor apologized to the customer, and said we would talk to the CA about it. He said it didn't do any good to talk to the CAs because they don't work for the supervisors, and they don't listen to them. The supervisor thanked him for calling and letting us know. He said thank you, and hung up. The CA said she did the call as he wanted, typing "beep" when it was time for him to talk, and he did leave a message on the machine, so the call was processed as requested. The CA said when he gave her the number and instructions she had the dialing screen up and was typing in the number for him so she would be ready to dial when he gave her the "GA", so this may be what he heard her "typing."
1/6/04	The customer complained that the CA did not handle his call correctly. The customer complained that the CA did not respond, and that he would have to wait 10 minutes for her to respond.	1/6/04 1/6/04	The supervisor told the customer they would make a note of his complaint and asked if he wanted another call. He rambled and yelled for several more minutes and said this was the last time he was complaining to us about this CA, next time he would complain to Topeka, his attorney and so on. Supervisor could see on screen that CA was responding to customer, but he could not read for some reason, possible CPE problem.

TRS Complaint Log for FCC
Prepared by SBC Kansas Relay Center
Reporting Period, June 1, 2003 – May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1/17/04	The customer said this was the last time that he was going to complain about this CA. He said he promises if this CA continues to hang up on him without answering his questions about what is typed etc. He said he is only asking for information that was said in his call not asking the CA personal questions. Also, he said that if the transmission is not readable he has a right to ask the CA to repeat and he has had this CA 4 or 5 times this week hang up on him. He should not have to call the person back to find out the same information that should have been typed to him. He said if the managers do not take care of this, they will have other questions to answer to and this was not a threat but a promise. The customer then hung up.	1/17/04	Supervisor spoke with CA. She had been repeating the info requested by the customer, but he did not seem to be seeing or receiving the message. When he would become irate and verbally abuse the CA, she did hang up on the customer following the office procedures for the harassment policy appropriately.
1/18/04	The customer said the CA did not listen while he was giving his message to see if it got left or not on the machine. "How is he supposed to know how long machines are?" He said the CA cut him off by typing to him while he was trying to leave a message. Since he is not deaf he can hear the typing. He has been told by former and current managers and KCC and KRSI board that John Doe should not be interrupted while he or she is trying to type or VCO a message to an answering machine. This should have been taught at day one when they were trained here, and if it cannot get corrected by us, he will get it corrected for us.	1/21/04	Manager met with CA to investigate the situation on this call. The answering machine had cut off in the middle of the VCO caller's message, and she was typing on her screen to save the point at where the customer's message was cut off, so she could let him know where to begin if he chose to dial back to complete his message. The typing utilized a key stroke which did not interfere with the customers speaking/leaving a message, but he became very upset when he was informed of the answering machine cutting him off.

TRS Complaint Log for FCC
Prepared by SBC Kansas Relay Center
Reporting Period, June 1, 2003 – May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
2/6/04	The customer wanted to speak to a supervisor. He said he had just called in to the relay and the CA would not type to him; just her CA number repeated. He asked the CA to speak to a supervisor, but the CA never responded.	2/6/04 2/6/04	The supervisor apologized to the customer and said we would talk with the CA. The CA rang her bell to say she had several calls in a row that went to ASCII, and on the last one she could hear someone typing, but the typing never came across her screen. She said she could not type back to them. At that point the supervisor had her turn her computer off and back on to take care of the problem.
2/29/04	The customer said the CA was asked to call DA for the number for a family in Wichita. The CA reported only one listing for that name. The customer said he asked for the address, and the CA repeated the same information. She then offered two times to call back for the full address. The customer said then she did not respond.	2/29/04 2/29/04	The CA rang her bell and informed the supervisor she had accidentally hung up on a customer before his call was completed. The supervisor spoke to the CA, and said the customer had not wanted to call back to DA to get the address or did not seem to understand that it would be necessary to get the info he had asked for. She had just accidentally hit the wrong key that did cut him off. She has no history of customer complaints that would indicate otherwise.
3/5/04	Customer asked to speak to supervisor. She informed the supervisor that the CA had been rude and inappropriate in dealing with her recent relay call. CA's number was xxxx, and customer was very sure this was the right number, and the CA's attitude was very upsetting.	3/5/04	Supervisor did advise the customer that this call was not handled in the Kansas Center since all of our CA numbers are only 3 digits, and none begin with either number she gave. Since they print automatically from a software feed, this call had to have been handled by another state or national relay center, but it definitely was not the Kansas Center. The supervisor did apologize for poor service from the CA even though it was not from any of those in the Kansas Center.

TRS Complaint Log for FCC
Prepared by SBC Kansas Relay Center
Reporting Period, June 1, 2003 – May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
3/31/04	The customer was very difficult to follow. He said he called the Wichita State ticket office and that he thought the CA had hung up. The he said the CA typed to him, "are you still there," several times, but the customer refused to answer because the CA didn't type GA. The customer said "I think the god damn CA got distracted, and then the CAs lie about it."	3/31/04 4/1/04	The supervisor talked to the CA and he said that the customer called the Wichita State ticket office to ask about promotions. He got irate with the person he was talking to when he was told there wouldn't be any more free beer promotions and about the increased price in tickets. The person the customer was talking to hung up on him, but the customer kept talking. The CA tried to explain that the other person had hung up, but he was already mad, and the CA received the brunt of his anger. The supervisor told the customer she would type up a complaint and give it to a manager. Manager received the complaint, but felt there was no reason to lodge this as a complaint against the CA since he had performed appropriately.
4/14/04	Voice customer called to report a harassing call about 12:30AM. She thought someone was using a TTY web site to place this call and was not really deaf.	4/14/04	The supervisor advised her to call annoying or anonymous department's number so they could help her. The supervisor explained we must relay the calls verbatim and how 711 works. The call came from a toll free number.
4/22/04	The customer complained the CA did not give the CA number when she answered the call. He also asked if this was Sprint or AT&T. The customer then wanted our customer service line, and was not happy that we could not transfer him but that he would have to hang up and call back in.	4/22/04	The customer called the customer service line and stated the same reasons for the call: CA did not give her number when the call was answered; could not transfer to customer service from CA. He then said that the real reason he called was to inform us that there was a web site called "relayfights.com" where relay operators anywhere in the country can go to and type in conversations from relay calls. He said there is no way to tell from the web site what company the relay operators' work for, but he said he wanted to let us know about this. We could let our operators know about it, and tell them not to put anything on this web site because of confidentiality. No further action was taken by supervisor.

TRS Complaint Log for FCC
Prepared by SBC Kansas Relay Center
Reporting Period, June 1, 2003 – May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
4/27/04	The customer said that she had just finished a relay call from one of their patients, and the CA was rude. The CA kept reading very fast, but whenever she was talking, he kept telling her to slow down because he couldn't type that fast. When she would ask if the person was done typing, he would just tell her not to talk to him but to the customer. He also kept interrupting her, and hung up on her without telling her if the customer had disconnected or not. She said she didn't know if the customer had gotten her appt. information or not.	4/27/04 4/28/04	The supervisor asked if she got the CA number and she said that he said it very fast at the beginning of the call, and when she asked for it later on he would not tell her but would just keep telling her to talk to the customer. The supervisor asked her what time the call was and she said it ended about 5 minutes before she called me. She said the call was from about 12:10PM to 12:30. The supervisor apologized that this had happened, and thanked her for calling in to let us know about the call. Technicians and managers searched the records for that day and time, and found no call made from that number. This call may have been handled by another TRS center/state because this call was not made through the KRC.
5/21/04	Customer said that he just got off the phone with a CA that would not give his or her CA number and that he was told that you could only make 2 phone calls at one time. The customer seemed upset as he has been making calls through the relay for years. He just wanted us to know what had happened.	5/21/04	Supervisor apologized for the trouble. The center had many temporary/new employees, and the manager did coach all of them about not limiting the number of subsequent calls made, and the fact that their CA number is always to be given.
5/21/04	Customer called to speak to supervisor to say she had not been able to get in to the center for a long time, and when she did she reached CAs who could "not perform their duties" She had finally gone to visit the person she was trying to reach.	5/21/04	Manager coached the new employees on correct VCO procedures. Checked the statistics for the day, and found that the center was very busy during the day.
5/23/04	Customer called and spoke to the supervisor to say the CA on night duty had "wasted time" and was slow to answer.	5/23/04	Supervisor did apologize for any trouble the customer had experienced. Night supervisor continued to coach new temporary CAs on correct procedures.

TRS Complaint Log for FCC
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Reporting Period, June 1, 2003 – May 31, 2004

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5/24/04	Customer spoke to a supervisor to complain about service for the last three days. Had trouble getting in, and CA's did not handle the VCO calls correctly (9 times on 5/21, 5 times on 5/22, and 3 times on 5/23). Said he would be surprised if the vendor kept the contract.	5/21-24/04	Manager apologized for any inconvenience. Manager had been continuing in the coaching and additional training on VCO calls for all three days (which had apparently improved when seeing the number of times the customer had quoted).
5/31/04	Customer said the CA said he was cussing and hung up on him. The customer said he did not cuss; he tried to interrupt the CA to stop his son from hanging up because he needed to ask a question. He said the CA would not let him.	5/31/04	The supervisor apologized for the inconvenience and explained when he tried to interrupt the CA it just came across as garbling because our equipment can not send and receive at the same time. The customer said it was ok; he just did not understand how our equipment worked. The CA involved in the call said when he tried to interrupt her, his son had hung up. When she told him his son hung up, the customer said "damn it." The CA explained what happened, and also advised him we do not have to put up with his cussing. She said the customer hung up on her after she explained what happened.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)

Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6/30/2003	The customer stated that the CA did not type the entire recording. The CA asked for the desired department in advance. The customer wanted to make her selection after seeing the recording. When the customer stated she wanted customer service, she claimed the CA told her "she should have told her in advance".	6/31/2003	The Supervisor apologized to the customer and referred the complaint to the manager. The manager attempted to reach the customer two times, leaving a message for the customer to call the manager back. The customer did not call back, but the manager covered the CA on the correct procedure of typing out the full recording and providing courteous customer service.
7/21/2003	The customer stated he attempted to place a VCO call, but the CA hung up on him. After he gave the CA the number to dial, he received no response from the CA. The CA just hung up on him.	7/21/2003	The Supervisor apologized to the customer and asked if he wanted a manager to call back. The customer said no. Supervisor explained the manager will follow up with the CA to make sure he/she is familiar with the VCO process and to see if there were any technical problems during the call.
7/25/2003	The voice customer called to let MRC know she did not appreciate the CA telling her sister (who was the TTY user) the tone and inflection in her voice. She stated that the CA should not insinuate how she feels and should only type what she hears. Also the CA should not type all background noises unless she wishes they do so.	7/25/2003	The Supervisor apologized for her inconvenience. She also reminded the customer that the CA is required to type all background noises and side conversations. The customer was unable to provide the CA's number.
7/31/2003	The voice customer said it was her first time calling her sister through relay. The CA was very rude and made her not want to make another relay call.	7/31/2003	The Supervisor apologized for the service she received and assured her that MRC is here to help customers make these calls as smoothly and comfortably as possible. The Supervisor asked the customer if she wanted a manager to call her back. The customer said no. customer also did not have a CA number.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)
Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
8/12/2003	The customer stated that she left a relay message with a hearing party but never received a response from the individual. The customer found out that the hearing party never received a relay message.	8/12/2003	The Supervisor apologized for the customer's frustration and pointed out that such a call is difficult to track without a CA number. Also the supervisor asked if it was possible the hearing party experienced technical difficulty with their machine. The customer said she understood that could be a possibility. The supervisor encouraged the customer to track the CA number in the future.
8/30/2003	The customer had a death in the family and had to make calls to family members. She asked the CA to hold while she got another number. The CA typed, "Would be happy to hold for 30 seconds". This upset the customer. She felt rep should have been more compassionate, patient, and understanding during this time. She felt the 30 second rule was wrong. She wanted a manager to call her back.	9/8/2003	The Manager called and apologized for the inconvenience. The Manager also explained that the 30 second hold is an MRC policy. It allows CAs to be available for customers in the event of an emergency. She also explained that the CA is not part of the call. While it is understandable that the nature of the call should render sympathy and compassion, the CA is trained to refrain from such emotion.
9/4/2003	The customer gave the CA the number to dial and selected Ameritech as her provider. The CA told the customer that Ameritech was now SBC. The customer told the CA "it did not matter and to use Ameritech". The customer said the CA continued to argue with her and still did not place her call. The customer said the CA hung up on her.	9/4/2003	The Supervisor apologized to the customer for the poor service. The CA was coached on the expectation of providing courteous customer service and was provided discipline appropriately.
9/9/2003	A voice customer received a call from a TTY user. After the conversation was over and the TTY customer disconnected, the voice customer asked the CA for the relay number so she could contact the TTY user again. According to the customer, the CA rudely replied that she should have asked the caller before he/she disconnected. The customer stated that this CA was the rudest rep she ever encountered.	9/9/2003	The supervisor apologized to the customer and explained that MRC does not condone rude behavior and does not train their CA team to behave in such a manner. The customer did not have the CA number. The Supervisor advised the customer to always get a CA number in the beginning or end of the call. The Supervisor further explained the CA is required by the FCC to stay in role 100% of the time. Although she should not have responded rudely, she did follow the correct procedure.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)

Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
9/15/2003	The VCO customer was not happy with CA she received. The VCO customer had to place one call three times. Before the customer placed the call, she explained to the CA if there was an answering machine, she would leave a message. After the call was connected and the recording came on, the CA still asked the customer if she wanted to leave a message. This caused the CA to have to go back and redial to allow the customer to leave a message. When the CA redialed, she/he dialed the wrong number.	9/15/2003	The Supervisor apologized to the customer for the inconvenience. The customer had two CA numbers and could not figure out which CA delayed her call. The Managers covered both CAs to make sure they were familiar with the process of leaving a VCO message.
9/18/2003	The TTY customer placed a call through relay and reached an answering system. The customer was not given a choice to leave a message. The customer claims the CA chose to leave a message that was incomplete. The customer was very upset because no call-back number was left on the answering machine.	9/18/2003	The Supervisor apologized to the customer and referred the complaint to a Manager. The customer was unable to provide a specific CA number, so a general coverage regarding answering machine procedures was posted for all CAs to read.
9/23/2003	The customer says he had Cerebral Palsy. He stated that he made errors in typing and the CA became impatient, and hung up on him. The customer did not have the CA's number.	9/23/2003	The Supervisor apologized to the customer, explained that MRC does not condone such behavior, and referred it to a Manager. The Manager apologized and advised the customer to always get a CA number, so the complaint can be investigated and resolved appropriately.
10/27/2003	The customer was very upset because she could not use SBC Long Distance through relay. She felt if she was not accommodated somehow, she would have to switch to another company.	10/27/2004	The Manager apologized to the customer and explained that SBC Long Distance would soon be offered through MRC. The SBC LD technical team was already working on the problem. The customer was advised to continue checking with MRC for updates on availability. Again, the manager apologized for the inconvenience, and the customer was satisfied.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)

Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
11/18/2003	The TTY customer typed a long message that she wanted left on her party's voicemail. The customer waited three minutes after typing the message. She did not receive a message from the CA that the message was left.	11/18/2004	The Supervisor apologized. The customer did not have a CA number, number, so the Manager was unable to trace the problem. The Manager advised the customer to always track a CA's number at the beginning and end of her call. The customer said she would do that in the future.
11/22/2003	Customer stated that he was unable to place his calls through MRC. He stated that once his calls were connected they quickly disconnected. He also wanted the Manager to ask AT&T relay so that they could process his calls instead. Additionally, the customer filed a complaint with the MPSC on the same issue in December 2003.	11/22/2003	The Manager attended to the customer and the CA while the call was still in progress at the position. The manager explained to the customer that the MRC was experiencing technical difficulty with his calling area. However once his call was connected, there should not have been a problem. The manager also explained that she was unable to call AT&T and give permission for them to place his calls. The customer was not satisfied. In response to the December complaint filed with the MPSC, the Area Manager sent a letter of apology to the customer. She also included instructions on how to place such calls if similar equipment problems are experienced in the future.
12/3/2003	The customer was upset that the CA had to repeatedly explain the Relay to the Consumer Energy representative he was calling. The CA refused to step out of role. The customer felt the CA should have bent the rules a little bit, especially if it's for a person who has never received a relay call before.	12/3/2003	The Supervisor apologized for the customer's frustration and explained the CA is federally mandated to stay in role at ALL times. The customer stated that he understood, but would like to see the the CAs be a little more human, instead of technical and strictly by the book.
12/8/2003	The customer was a service representative from Comcast Cable who had received relay calls before, but not often. She stated that the CA she had was very rude and unprofessional. The customer felt the CA should have been more polite when she asked her to speak slower.	12/8/2004	The Supervisor apologized to the customer for the rude service. The complaint was referred to the Manager. The Manager covered the CA on the complaint and reviewed the expectation of providing courteous customer service.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)

Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1/3/2004	The customer placed a call to SBC/DSL through the relay. The first CA typed all the options from the recording. The customer was on hold for 15 to 20 minutes and had to hang up. When the customer called again, the second CA she received did not type all the options. The CA said the recording was too fast. The customer stated she needed to know all the options just like a hearing person. The customer did not remember the CA numbers.	1/9/2004	A manager sent a letter of apology via fax to the customer, after making several attempts to contact the customer via telephone. No response was received from the customer.
1/8/2004	The customer called to inform MRC that the CA she had was an awful typer. The CA made numerous spelling errors and did not keep the customer informed on her call. The customer stated that there was a CA change in the middle of her call. The second CA was excellent. The customer stated that 99% of the time she has a great experience with Relay, but the first CA was not very good.	1/8/2004	The manager explained that all CAs are tested and required to have a typing skill of a minimum of 60 words per minute per an FCC mandate. The manager thanked the customer for the information and asked the customer to continue to call if she has any questions or concerns. The manager brought the complaint to the CA's attention and provided the appropriate coaching to improve the typing skill.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)
Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1/13/2004	The customer stated that she placed a call through Relay. After her call, the voice customer said, 'bye sksk' and hung up. The customer said the CA hung up too and did not give her the option of placing another call.	1/13/2004	The Supervisor thanked the customer for bringing the error to our attention. The CA was informed of the complaint and was reviewed on the proper procedure. The CA apologized for the error in call-handling.
1/28/2004	The voice customer stated the CA was rude, unhelpful, and uncooperative. When the call ended, the customer asked the CA how to operate a TTY. According to the customer, the CA responded to her in a loud and condescending tone, while stating that she was not part of the call. The customer said all she wanted to know was how to use a TTY. She was upset that the CA was not cooperative in assisting her.	1/30/2004	A manager contacted the customer and apologized for the rude tone. The manager explained that the CA is mandated by the FCC to stay in role at all times. Although it seemed the CA was not cooperating, she followed the correct procedure. The Manager was able to answer the customer's questions regarding TTY usage. She also provided her with the Supervisor's number and asked her to call with additional questions. The customer thanked the manager.
1/29/2004	The customer stated that the CA simply typed, "The Spring Village of Taylor" "Ans. Mach. Lv. Msg?", instead of typing the entire message. The customer wanted all Reps to type the whole message.	1/29/2004	The Manager apologized to the customer. She agreed that the CA is required to type the whole recorded message. The Manager apologized to the customer again, and stated the CAs would be covered on the procedure again. The customer was satisfied.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)

Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
2/20/2004	The customer filed a complaint with the FCC regarding a CA who did not type out the full recording on an answering machine. She was also upset that a translator refused to provide her name, and gave her translator number instead. The customer claimed that the translator and CA did not accurately relay the information to the hearing party. The customer inferred that the hearing customer's response was an indication that the CA and translator did not tell the hearing customer what she said.	3/15/2004	The Managers responded to the FCC report after careful investigation. In response to the outgoing answering machine message, management was unable to determine the accuracy or the entirety of the message without listening to the recording itself. The customer did not provide the number to the recording. Secondly, during the referenced call, the customer asked an employee from Blimpie's Sub Shop to walk down the street to see if a particular business was open. The TTY customer had been unsuccessful at contacting the secretary at that business. After communicating that message to the Blimpie's employee, he/she responded negatively. The voice customer refused, so the TTY customer assumed this refusal stemmed from the relaying of an inaccurate message. The CA and translator called the manager over to witness the accuracy of the message. This customer has filed complaints with the FCC before. On previous occasions, the Area Manager of the MRC has invited the customer to visit the center to discuss any concerns she may have face-to-face. The customer has stated she has no desire to do so.
2/21/2004	The customer experienced technical difficulty when calling her mother through relay. She stated that when she dials via the relay, she always receives a busy tone. However, when she dials directly, she is able to get through to her mother's line.	2/21/2004	The case was sent to Technical Support department. A Manager called the customer to let her know that her phone line was being investigated. Once the technical team was able to find the source of the problem, it was corrected, and the customer was contacted regarding the resolution.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)
Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
3/1/2004	The customer stated the CA did not type the entire recording. She felt the CA did not want to listen to the entire message.	3/2/2004	The manager apologized to the customer for her experience and agreed that the CA is required to type the entire recording if the customer wishes. The manager offered a suggestion to assist the customer in making her calls more efficient. She suggested the customer provide the CA with the desired department up front. The CA will still type everything he/she hears, however the CA will be able to maneuver through the automated system much more efficiently. The manager explained she would review the proper procedure with that CA and thanked her for calling. The customer was satisfied and thanked the manager.
3/2/2004	The voice customer filed a complaint with the MPSC stating the CA's tone was harsh and rude. He stated he was asking the CA some questions during the call, and the CA kept responding that she was not part of the call and asked the customer to speak directly to the TTY party.	3/4/2004	The manager responded to the complaint via email, as there was no other option provided for reaching the customer. The manager apologized for the rude service. She also explained that the CAs are mandated by the FCC to "stay in role". This prohibits the CA from participating in the call at all, even if it is to answer questions. The manager offered to send the customer an MRC information packet and provided a contact number. The customer never responded to the email.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)

Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
4/15/2004	The customer stated that the CA was rude, would not process her call, and then hung up on her.	4/15/2004	The Supervisor apologized to the customer and reported the complaint to management. A manager spoke to the CA and informed her that there was a complaint. The CA explained that her computer froze, and she was unable to further communicate with the customer. Her only choice was to reboot her computer which disconnected the customer.
4/27/2004	The customer stated that the CA did not provide her with her CA number and did not ask her if she was familiar with relay when she received a TTY relay call. The customer missed information and asked the CA to repeat what the TTY person said. The CA refused to do so and typed to the TTY customer that the hearing customer wanted her to repeat what was said. The hearing customer also stated that the CA interrupted her when she was talking. She stated that she understood that it was due to the TTY customer typing a message. The customer also stated that the CA hung up without letting her know that the TTY customer hung up.	4/27/2004	The Supervisor apologized and agreed the CA should have asked if she was familiar with the Relay process. The Supervisor went on to explain that it is an FCC mandate that the CA remain in her role. The customer stated she understood that. The supervisor explained that each of those items were indicative that the CA was staying in her role. The Supervisor again apologized for any inconvenience or frustration this may have caused the customer. The customer was satisfied at the end of the call.

TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MARC)
Reporting Period
June 1, 2003 - May 31, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
4/29/2004	The TTY customer filed a complaint with the FCC. He stated that he placed a relay call on 3/8/04 and was notified by the CA that "the computers were down". The customer said he that "after some trouble, he was finally able to get the call through".	5/5/2004	The Area Manager responded to the MPSC and FCC regarding the complaint. The Manager explained the computers were not "down". The functionality that allows an incoming customer's originating number to automatically display was not working on that day. Therefore, the CA asked the customer to provide the number from which he was calling in order to bill the call appropriately. There were no other factors that affected the customer's ability to place a call efficiently.
5/18/2004	The TTY customer filed a complaint with the FCC. He stated that he placed calls on both 5/9/04 and 5/10/04 and was asked to manually provide the number from which he was calling. The customer also mentioned that a CA hung up prior to completion of the call which required him to place the call again.	6/12/2004	The Area Manager responded to the MPSC and FCC regarding the complaint. The Manager explained the functionality that allows an incoming customer's originating number to automatically display was not working on that day. Therefore, the CA asked the customer to provide the number from which he was calling in order to bill the call appropriately. The manager reviewed with the CA in question and asked what caused the disconnect before completion of the call. The CA did not remember the call, so the manager reviewed she needs to alert the Supervisor when experience such difficulties.

TRS Complaint Log for FCC
Prepared by SBC, Arkansas Relay Service,
Reporting Period, June 1, 2003 - December 31, 2003

DATE OF COMPLAINT	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
6/13/2003	The customer called in on the Customer Service Line to complain that the CA did not type the answering machine message to him. The CA did offer him a choice to hear the full message or not. The customer said in Arkansas we should not be offering a choice.	6/13/2003	The supervisor apologized and told him we would talk with the CA. The supervisor explained that we handle many calls, and if we are busy, the CA sometimes forgets which procedure to use.
		6/16/2003	Manager spoke with the CA. She said at first she had trouble understanding the message, then she may have used the incorrect procedure for that state. Manager did review correct procedure for answering machine messages with the CA.
6/13/2003	The customer said he did not like getting a CA number. He wants the CAs to give their names instead.	6/13/2003	Supervisor explained that CA could not give her name for confidentiality reasons. CAs are only allowed to give their numbers. Customer said he understood, but still would prefer to have CA's name.
6/15/2003	The CA rang her bell, and said the customer was complaining about this CA. She said the CA did not "act right", and was so upset after having to repeat what she said, she could not remember exactly what she was going to say.	6/17/2003	Manager spoke to the CA, and she thought maybe her computer had locked up. Other than that, she could not remember any problem calls she had handled. Manager did check trouble reports, but did not see any report of computer locking up. Manager did coach CA on VCO call procedures.

TRS Complaint Log for FCC
Prepared by SBC, Arkansas Relay Service,
Reporting Period, June 1, 2003 - December 31, 2003

DATE OF COMPLAINT	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
6/18/2003	A voice customer wanted us to know how rude and unprofessional a CA was in handling her call. The customer asked the CA for her name, and the CA said "We don't give our names", so the customer asked for her nbr. Instead of giving her number, the CA rudely asked if she wanted a supervisor. The customer said yes. The customer said they were calling to a TTY, and the CA said the person wasn't home. When asked how she knew that or if an answering machine came on, the CA then said, "no a man answered and said the person wasn't home." Then the customer said they use relay all the time and will continue to do so, but this CA was rude and unprofessional in her handling of this call.	6/18/2003	The supervisor apologized for the poor handling of the call and told the customer we would talk with the CA.
		6/18/2003	Manager spoke to the CA, who said she had given her CA number, and did not feel she had been rude to the customer. Two other CAs said they did not hear the CA being rude.
		6/18/032	Manager tried to call the customer, but got no answer, so left a message.
		6/23/2003	Manager did speak to the customer, who said the CA did give her number at the beginning of the call, but she did not remember it, so had asked for her name. She just felt the CA was too abrupt in her responses, and had a bad attitude.
		6/29/2003	Manager implemented disciplinary measures for this CA's rudeness.
7/8/2003	Customer called on the customer service line to let us know that he had trouble getting in on the 711 line. He said if he still had trouble later on today or tomorrow, he would let us know.	7/8/2003	The supervisor apologized for the problem and let him know we had a few other complaints, and we were working on it. The supervisor thanked him again, and he hung up. The supervisor notified management that we were having trouble. Facility support was called and informed of the trouble. After completing more than 60 test calls, no problem was detected.
7/17/2003	The customer called in saying that he has a problem with a certain CA. He said he didn't wish to get anyone in trouble, but just wanted to know why this seemed to be the only CA he has a problem with. He is a VCO user, so often seems to get no response from this CA. He is then forced to hang up and redial, and has no problem with other CAs.	7/17/2003	The supervisor thanked him for his attitude and for letting us know the confusion he had experienced.
		7/17/2003	Manager spoke to CA. Since there was no date number or time, specific calls could not be traced. Manager did a side by side observation of this CA. She handled VCO calls correctly.

TRS Complaint Log for FCC
Prepared by SBC, Arkansas Relay Service,
Reporting Period, June 1, 2003 - December 31, 2003

DATE OF COMPLAINT	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
9/11/2003	The customer was complaining about the way the CA was handling a call with a long recording. The customer insisted the CA typed too slowly, and also did not follow the Arkansas procedures. Also, the customer wanted a report made up of this call.	9/11/2003	The supervisor looked at the screen, and it looked like the CA had done the call correctly. The supervisor apologized to the customer for the inconvenience, but the CA had handled the call correctly. The supervisor explained there was too much recording for her to type verbatim so she recorded it, and then typed it word for word to the customer. The recording did disconnect because it didn't receive an answer on time, so the supervisor said the customer would have to have the CA call back if he wanted to. After the customer hung up the supervisor again looked at what the CA had typed. She told the customer the name of the business answering, then said the recording had disconnected and that she would redial for him. She then replayed the entire recording, and typed it word for word to the customer.
10/28/2003	The customer called in on the Arkansas Customer Service Line and said "do you have any problem with your employee that can not take any relay call from Arkansas? I have been waiting for 10 minutes, and they keep repeat, said thank you and please hold for next available rep what is going on ga" The customer then said "don't you have enough people to handle the calls ga"	10/28/2003	The supervisor apologized, and said "We have been extremely busy during the time you have been trying to call in." The supervisor apologized again, and said "We just had a very large volume of calls coming in... we never know exactly how many calls to expect. The CAs are working as fast as they can. I'm very sorry GA" The customer responded with "Hmmm okay record to report the problem I have been waiting for 10 minutes I am going to try again bye SK" The supervisor informed the customer that we were not busy at the moment, so he should be able to get into the center.

TRS Complaint Log for FCC
Prepared by SBC, Arkansas Relay Service,
Reporting Period, June 1, 2003 - December 31, 2003

DATE OF COMPLAINT	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
12/2/2003	The customer called in on the Customer Service Line, very garbled, but appeared to be asking why it was so hard to get into relay.	12/2/2003	The supervisor told the customer we were extremely busy today, and explained that when he called in to not hang up because then he goes to last in line. If he waited, eventually a CA will come on. The customer then asked what would happen if he needed to call 911, and we were very busy? The supervisor advised him to dial 911 on TDD, that most 911 centers had TDD lines. The customer said thanks for the information.
12/16/2003	The customer was very upset that we cannot process long distance calls through SBCLD. She said she called SBCLD, and they told her to call us that it was our problem. The customer has a deaf daughter which she calls long distance she has to call through the relay, and her long distance company is SBCLD. The customer said she would be happy to call the governor if that is what it takes to get this fixed.	12/16/2003	The supervisor advised a manager would call her today to explain what the problem is with SBCLD. The customer said our relay service, and our CAs are wonderful; she has no complaints with us, just with SBCLD not processing her calls.
		12/16/2003	Manager called to the customer to explain the reason SBCLD was not accepting relay calls in their network, and that it was not a problem the center could resolve. Advised her to call SBC to let them know her concerns.

DOCKET NO. 98-67

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